

IN THE CLAIMS

**Cancel** claims 1-19 and 21-38, without prejudice.

**Add** claims 39-86 as follows:

39. (New) A method for providing concierge-type services to a user comprising:
- (a) receiving, from the user, a request for a concierge-type service;
  - (b) communicating the request to an agent;
  - (c) performing an action by the agent in an attempt to fulfil the request;
  - (d) updating a status of fulfilment of the request based on the last action performed, and setting a time limit when the attempt is unsuccessful;
  - (e) performing an action in an attempt to fulfil the request based on the updated status when the time limit is reached;
  - (f) determining whether a selected condition is met;
  - (g) repeating (d), (e) and (f) if the selected condition is not met;
  - (h) providing the user with information concerning the request based on the status of the fulfilment when the selected condition is met.
40. (New) The method of claim 39 wherein the selected condition includes fulfilment of the request.
41. (New) The method of claim 39 wherein the request concerns selected goods or service, and the selected condition relates to the time by which the selected goods or service is to be provided.
42. (New) The method of claim 39 wherein the request concerns selected goods or service, and the time limit varies with an imminency of providing the selected goods or service.

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*cont* 43. (New) The method of claim 39 wherein the request is accorded a priority, the time limit varies as a function of the priority.

*B11*  
*cont* 44. (New) ~~The~~ method of claim 39 wherein the agent also provides directory assistance.

*sub D2* 45. (New) The method of claim 39 wherein the request concerns goods or a service particular to the region where the agent is located.

46. (New) The method of claim 39 wherein the information is provided to the user via pager.

47. (New) The method of claim 39 wherein the information is provided to the user via facsimile.

48. (New) The method of claim 39 wherein the information is provided to the user via a wireless communications service.

49. (New) The method of claim 48 wherein the wireless communications service includes a wireless telephone service.

50. (New) The method of claim 39 wherein the information is provided to the user via email.

51. (New) The method of claim 39 wherein the information is provided to the user via wireline telephone.

sub D3 52. (New) The method of claim 39 wherein the request concerns selected goods or service, the method further comprising providing a recommendation of a provider of the selected goods or service to the user in response to the received request.

B cont. 53. (New) The method of claim 39 further comprising searching a database in response to the request.

54. (New) The method of claim 53 further comprising generating an electronic ticket associated with the request, and automatically inputting in the electronic ticket selected information derived from a search result.

55. (New) The method of claim 39 further comprising prioritizing pending requests.

56. (New) The method of claim 39 further comprising scheduling attempts to provide the user with the information.

57. (New) A method for fulfilling a request for a concierge-type service from a user comprising:

sub D4 receiving the request, which concerns selected goods or service;  
in response to the request, identifying a provider of the selected goods or service based on data concerning preferences of the user in a stored record;

generating a second record including at least information concerning a location of the provider; and

selecting an agent to process the second record to fulfil the request for the concierge-type service, the agent being selected based on a location of the agent relative to the location of the provider.

58. (New) The method of claim 57 wherein the preferences are a function of a location where the selected goods or service is to be provided.

59. (New) The method of claim 57 wherein the second record also includes information identifying the user.

60. (New) The method of claim 57 wherein the second record also includes information concerning a location of the user.

61. (New) The method of claim 57 wherein the second record also includes a telephone number of the user, which is derived from a communication of the request by telephone.

62. (New) The method of claim 57 wherein the second record comprises an electronic ticket.

63. (New) A method for use in a system for providing information assistance service, the system including a switching unit, the method comprising:  
receiving by the switching unit a communication call from a user, the communication call including a request for a concierge-type service;  
determining by the switching unit an identifier associated with a communication device of the user from which the communication call originated;  
generating a record in response to the request; and  
automatically incorporating at least the identifier in the record in fulfilling the request.

64. (New) The method of claim 63 wherein the request includes a request for a restaurant reservation.

65. (New) The method of claim 63 wherein the request includes a request for an airline reservation.

66. (New) The method of claim 63 wherein the request includes a request for a hotel reservation.

67. (New) The method of claim 63 wherein the information assistance service also provides directory assistance.

68. (New) The method of claim 63 wherein the communication call includes a telephone call.

69. (New) The method of claim 63 wherein the identifier includes a telephone number.

70. (New) The method of claim 63 wherein the request concerns selected goods or service, the method further comprising providing a recommendation of a provider of the selected goods or service to the user in response to the request.

71. (New) The method of claim 63 further comprising conducting a search in response to the request.

72. (New) The method of claim 63 further comprising presenting at least a past request activity concerning the user to an operator of the information assistance service after the communication call is received.

73. (New) The method of claim 73 wherein an operator includes a voice server.

74. (New) The method of claim 63 further comprising automatically connecting the communication call to the information assistance service after the request is fulfilled.

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75. (New) A system for providing information assistance service comprising:  
a switching unit for receiving a communication call from a user, the communication call including a request for a concierge-type service, the switching unit determining an identifier associated with a communication device of the user from which the communication call originated;  
a device for generating a record in response to the request; and  
a processor for automatically incorporating at least the identifier in the record in fulfilling the request.

76. (New) The system of claim 75 wherein the request includes a request for a restaurant reservation.

77. (New) The system of claim 75 wherein the request includes a request for an airline reservation.

78. (New) The system of claim 75 wherein the request includes a request for a hotel reservation.

79. (New) The system of claim 75 wherein the information assistance service also provides directory assistance.

80. (New) The system of claim 75 wherein the communication call includes a telephone call.

81. (New) The system of claim 75 wherein the identifier includes a telephone number.

82. (New) The system of claim 75 wherein the request concerns selected goods or service, and a recommendation of a provider of the selected goods or service is provided to the user in response to the request.

83. (New) The system of claim 75 further comprising a database for conducting a search in response to the request.

84. (New) The system of claim 75 wherein at least a past request activity concerning the user is presented to an operator after the communication call is received.

85. (New) The system of claim 84 wherein the operator includes a voice server.

86. (New) The system of claim 75 wherein the communication call is automatically connected to the information assistance service after the request is fulfilled.